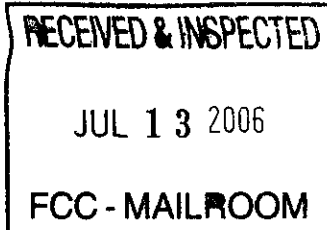


# Holland+Knight

Tel 202 955 3000  
Fax 202 955 5564

Holland & Knight LLP  
2099 Pennsylvania Avenue, N.W., Suite 100  
Washington, D.C. 20006  
www.hklaw.com



July 3, 2006

DAVID A. O'CONNOR  
202-828-1889  
david.oconnor@hklaw.com

## VIA ELECTRONIC FILING (ECFS)

Marlene H. Dortch, Esq.  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

Pam Gregory  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12th Street, SW  
Room 3-C417  
Washington, DC 20554  
Pam.Gregory@fcc.gov

RE: **HAMILTON RELAY, INC.**  
Annual Consumer Complaint Log Summaries (June 1, 2005 - May 31, 2006)  
CG DOCKET NO. 03-123  
DA 06-1175

Dear Ms. Dortch and Ms. Gregory:

Hamilton Relay, Inc. ("Hamilton"), by its counsel and pursuant to Section 64.604(c)(1)(ii) of the Commission's rules, hereby respectfully submits its annual summary of consumer complaints for the period June 1, 2005 – May 31, 2006. The enclosed complaint logs cover Hamilton's provision of interstate traditional relay service, IP Relay and Video Relay Services ("VRS"). Hamilton is located at 1001 12<sup>th</sup> Street, Aurora, NE 68818.

Hamilton tracks all complaints and all other customer service activity. For traditional interstate TRS, Hamilton's complaint summary is associated with the following database categories:

No. of Copies rec'd \_\_\_\_\_  
List A B C D E \_\_\_\_\_

Traditional Interstate TRS Database Categories

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach
- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down

For IP Relay, Hamilton's complaint summary is associated with the following database categories:

IP Relay Database Categories

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Did Not Keep User Informed
- CA Typing
- Poor Vocal Clarity/Enunciation
- CA Accuracy/Spelling/Verbatim
- CA Typing Speed
- CA Misdialed Number
- Miscellaneous Service Complaints
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Caller ID Not Working Properly
- CA Gave Wrong Information
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Improperly Handled ASL or Related Culture Issues
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Policy/Procedure
- CA Hung Up on Caller
- Didn't Follow Emergency Call Handling Procedure
- Improper Use of Customer Data
- Miscellaneous Technical Complaints
- Busy Signal/Blockage
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Connect Time (TTY/Voice)

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. In some cases, it is not clear that the calls which generated these complaints came through the relay centers that process Hamilton Internet Relay calls. However, Hamilton believes that it is important for the Commission to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay, and to take other measures to counter Internet Relay fraud in a manner

consistent with the guidance provided by the Commission in the Public Notice dated June 18, 2004. *See FCC Reminds Public of Requirements Regarding Internet Relay Service and Issues Alert*, Public Notice, DA 04-1738 (rel. June 18, 2004). Hamilton also intends to file comments in connection with the Commission's recent *Further Notice of Proposed Rulemaking* concerning misuse of Internet Relay and VRS.

For VRS, Hamilton's complaint summary is associated with the following database categories:

VRS Database Categories

- Miscellaneous External Complaints
- 911 External Complaints
- LEC External Busy
- No Notice of How to Complain to FCC
- Interpreter Accuracy/Verbatim
- Replaced Interpreter Improperly in Middle of Call
- Confidentiality Breach
- Ringing/No Answer
- Miscellaneous Service Complaints
- Didn't Follow Emergency Call Handling Procedure
- Interpreter Gave Wrong Information
- Didn't Follow Voice Mail/Recording Procedure
- Interpreter Rude
- Interpreter Misdialed Number
- Interpreter Did Not Keep User Informed
- Caller ID Not Working Properly
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Customer Data
- Interpreter Hung Up on Caller
- Miscellaneous Technical Complaints
- VCO Break-Down
- Busy Signal/Blockage
- Connect Time (TTY/Voice)
- Line Disconnected
- Spanish to Spanish Call Handling Problems

Finally, Hamilton did not receive any complaints with respect to its provision of interstate STS or interstate Spanish relay services. With respect to captioned telephone relay ("CapTel"), Hamilton reports all CapTel complaints to the participating CapTel states (Wisconsin, Maine,

Federal Communications Commission

July 3, 2006

Page 5

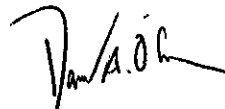
Nebraska, Kentucky, Montana, and Wyoming). The participating states include all interstate and intrastate CapTel complaints on their reports submitted to the Commission.

Hamilton processes any complaint which originates via e-mail, fax, telephone, regular mail, outreach events or at the workstation. Hamilton's policy is to provide a resolution to all complaints within 72 hours of receipt. All of the complaints discussed in the enclosed documents have been resolved.

Should you have any questions concerning this filing, please contact the undersigned.

Respectfully submitted,

HOLLAND & KNIGHT LLP

A handwritten signature in black ink, appearing to read "D.A.O'Connor", is written over the printed name.

David A. O'Connor  
Counsel for Hamilton Relay, Inc.

Enclosure

cc (via e-mail): Pam.Gregory@fcc.gov

# 3881660\_v1

# ***Hamilton Video Relay Complaint Report***

***6/1/05 to 5/31/06***

---

## ***External Complaints—Miscellaneous***

***Inquire Date 04/17/2006***

***Record ID 2501***

***Call Taken By Customer Service Rep***

***CA Number***

***Responded By Tara Mellon***

***Response Date 04/17/2006***

***Resolution Date 04/17/2006***

Customer stated that their internet connection is not working with their videophone.

Customer Service investigated and discovered that it was the customer's internet that was not operational. Customer Service referred the customer to their internet provider, Comcast. Customer understood.

---

## ***External Complaints—Miscellaneous***

***Inquire Date 05/29/2006***

***Record ID 2579***

***Call Taken By Lead CA***

***CA Number***

***Responded By Samuel, Karunya***

***Response Date 05/29/2006***

***Resolution Date 05/29/2006***

Customer has had difficulties with their email address.

Customer Service directed the customer to their internet provider. Customer was satisfied.

---

## ***Service Complaints—Interpreter Accuracy/Verbatim***

***Inquire Date 09/13/2005***

***Record ID 1665***

***Call Taken By Supervisor***

***CA Number 8113***

***Responded By Karl Kosiorek***

***Response Date 09/13/2005***

***Resolution Date 09/13/2005***

Customer stated that the Video Interpreter handled the call poorly.

Customer Service apologized and stated that the Video Interpreter would be counseled. Video Interpreter was counseled and customer was satisfied. Due to multiple complaints this VI has been terminated.

---

## ***Service Complaints—Ringing/No Answer***

***Inquire Date 03/09/2006***

***Record ID 2312***

***Call Taken By Supervisor***

***CA Number***

***Responded By Burnett, Gayle***

***Response Date 03/09/2006***

***Resolution Date 03/09/2006***

Customer stated that they experienced a long wait time for Video Interpreter.

Customer Service apologized and explained that the Video Relay had been very busy. Customer understood. Hamilton Relay Video answered 86% in 180 seconds on that day and 88% in 180 seconds for the month.

---

---

**Service Complaints—Ringling/No Answer**

*Inquire Date 03/17/2006*  
*Record ID 2359*  
*Call Taken By Supervisor*  
*CA Number*  
*Responded By Burnett, Gayle*  
*Response Date 03/17/2006*  
*Resolution Date 03/17/2006*

Customer stated that they experienced a long wait time for a Video Interpreter.

Customer Service apologized and stated that the Video Relay had been very busy. Customer understood. Hamilton Relay Video answered 90% in 180 seconds on that day and 88% in 180 seconds for the month.

---

**Service Complaints—Miscellaneous**

*Inquire Date 10/26/2005*  
*Record ID 1778*  
*Call Taken By Customer Service Rep*  
*CA Number 8113*  
*Responded By Brian Gunsberg*  
*Response Date 10/26/2005*  
*Resolution Date 10/26/2005*

Customer stated that the interpreter left during the call for a lengthy period of time.

Customer Service apologized and stated that the Video Interpreter would be counseled. Video Interpreter stated they left their station to seek support. Video Interpreter was counseled and customer was satisfied. Due to multiple complaints, this VI has been terminated.

---

**Service Complaints—Miscellaneous**

*Inquire Date 10/27/2005*  
*Record ID 1786*  
*Call Taken By*  
*CA Number 8113*  
*Responded By*  
*Response Date 10/27/2005*  
*Resolution Date 10/27/2005*

Customer stated that the Video Interpreter had difficulties with their receptive skills on sign language.

Customer Service apologized and stated that the Video Interpreter would be counseled. Video Interpreter was counseled and customer was satisfied. Due to multiple complaints this VI has been terminated.

---

**Service Complaints—Miscellaneous**

*Inquire Date 10/28/2005*  
*Record ID 1821*  
*Call Taken By Lead CA*  
*CA Number*  
*Responded By*  
*Response Date 10/28/2005*  
*Resolution Date 10/28/2005*

Customer stated that the Video Interpreter did not provide their Video Interpreter number.

Customer Service apologized and forwarded the call information to the technical department. The technical department was unable to locate the call. All Video Interpreters were counseled about giving their VI number at beginning of a call. Customer was notified and understood.

---

**Service Complaints—Miscellaneous**

*Inquire Date 10/28/2005*  
*Record ID 1830*  
*Call Taken By Customer Service Rep*  
*CA Number 8113*  
*Responded By Akin*  
*Response Date 11/15/2005*  
*Resolution Date 11/16/2005*

Customer stated that the Video Interpreter was poor.

Customer Service apologized and stated that the Video Interpreter would be counseled. Video Interpreter was counseled and customer was satisfied. Due to multiple complaints this VI has been terminated.

---

***Service Complaints—Miscellaneous***

***Inquire Date 10/28/2005  
Record ID 1843  
Call Taken By  
CA Number 8113  
Responded By  
Response Date 10/28/2005  
Resolution Date 10/28/2005***

Customer stated that the Video Interpreter did a poor job.

Customer Service apologized and stated that the Video Interpreter would be counseled. Video Interpreter was counseled and customer was notified. Customer was satisfied. Due to multiple complaints, this VI has been terminated.

---

***Service Complaints—Miscellaneous***

***Inquire Date 11/16/2005  
Record ID 2106  
Call Taken By Supervisor  
CA Number  
Responded By Gayle Burnett/Diane Blastic  
Response Date 11/16/2005  
Resolution Date 11/16/2005***

Customer stated that they had waited forty-three minutes for an available interpreter.

Customer Service apologized and explained that Video Relay had been very busy today. The technical department was unable to verify if the customer had waited for forty-three minutes. Customer understood.

---

***Service Complaints—Miscellaneous***

***Inquire Date 01/31/2006  
Record ID 2173  
Call Taken By Customer Service Rep  
CA Number 8113  
Responded By Smith, Joe  
Response Date 02/02/2006  
Resolution Date 02/02/2006***

Customer stated that the Video Interpreter needed better expressions during the call. Customer stated that this would have clarified the call.

Customer Service apologized and stated that the Video Interpreter would be counseled. Video Interpreter was counseled and customer notified. Customer understood. Due to multiple complaints, this VI has been terminated.

---

***Service Complaints—Miscellaneous***

***Inquire Date 02/12/2006  
Record ID 2214  
Call Taken By  
CA Number 8113  
Responded By Kosiorek, Karl  
Response Date 02/12/2006  
Resolution Date 02/12/2006***

Customer stated that the Video Interpreter seemed unfriendly. Customer also stated that it took the Video Interpreter a couple of times to get their telephone number.

Customer Service apologized and stated that the Video Interpreter would be counseled. Video Interpreter was counseled and customer was satisfied. Due to multiple complaints, this VI has been terminated.

---

***Service Complaints—Miscellaneous***

***Inquire Date 03/19/2006  
Record ID 2371  
Call Taken By Customer Service Rep  
CA Number  
Responded By Smith, Joe  
Response Date 03/19/2006  
Resolution Date 03/19/2006***

Customer stated that the Customer Service Representative was rude.

Supervisor apologized and stated that the Customer Service Representative would be counseled. Customer Service Representative was counseled and customer was notified. Customer was satisfied.



---

***Technical Complaints—Miscellaneous***

***Inquire Date 11/23/2005***

***Record ID 1909***

***Call Taken By Customer Service Rep***

***CA Number***

***Responded By Syndey***

***Response Date 11/23/2005***

***Resolution Date 11/23/2005***

---

Customer stated that the lenses were too close.

Customer Service suggested that the customer move back from the lens.  
Customer was satisfied.

# 3884875\_v1

# **Hamilton Relay 2006 FCC Complaint Report – Traditional TRS**

**6/1/05 to 5/31/06**

---

## **External Complaints—Miscellaneous**

**Inquire Date 08/01/2005**

**Record ID 9848**

**Call Taken By Customer Service Rep**

**CA Number**

**Responded By Tina Collingham**

**Response Date 08/01/2005**

**Resolution Date 08/01/2005**

Customer stated that her cell phone dropped the call that she had placed through the relay and needed to be reconnected to the other party.

Customer Service explained that the call would have dropped from the workstation and there would be no way to reconnect to the other party. Customer understood.

---

## **External Complaints—Miscellaneous**

**Inquire Date 08/03/2005**

**Record ID 9852**

**Call Taken By Customer Service Rep**

**CA Number**

**Responded By Tina Collingham**

**Response Date 08/03/2005**

**Resolution Date 08/03/2005**

Customer has been receiving fraudulent phone calls that were not through the relay.

Customer Service suggested that the customer contact their local telephone company or law enforcement. Customer understood.

---

## **External Complaints—Miscellaneous**

**Inquire Date 08/08/2005**

**Record ID 9857**

**Call Taken By Customer Service Rep**

**CA Number**

**Responded By Tina Collingham**

**Response Date 08/08/2005**

**Resolution Date 08/08/2005**

Customer was unable to reach the party they were attempting to place through the relay. CA directed the customer to Customer Service.

Customer Service acquired the telephone number of the party the customer was attempting to reach. Customer Service placed a test call and discovered that the telephone number was disconnected. Customer Service contacted the customer with the discovery. Customer was satisfied.

---

## **External Complaints—Miscellaneous**

**Inquire Date 08/23/2005**

**Record ID 10008**

**Call Taken By Lead CA**

**CA Number**

**Responded By Jody Kent**

**Response Date 08/23/2005**

**Resolution Date 08/23/2005**

Customer has been receiving harassing phone calls and requested call information.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

---

**External Complaints—Miscellaneous**

*Inquire Date 09/25/2005*  
*Record ID 10197*  
*Call Taken By Lead CA*  
*CA Number*  
*Responded By Chris Doyle*  
*Response Date 09/25/2005*  
*Resolution Date 09/25/2005*

Customer had difficulties dialing 711 from his cell phone.

Lead CA gave the customer the toll free number. Lead CA requested carrier information, but the customer hung up.

---

**Service Complaints—  
Fraudulent/Harassment Call**

*Inquire Date 06/07/2005*  
*Record ID 9568*  
*Call Taken By Supervisor*  
*CA Number*  
*Responded By Mila Simmons*  
*Response Date 06/07/2005*  
*Resolution Date 06/07/2005*

Customer has been receiving harassing phone calls and requested that the relay calls be blocked.

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Since it is not known if this call was placed through Hamilton Relay or another Relay Service provider, Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number. Once this information is obtained the Supervisor suggested that the customer contact her local law enforcement in regards to this issue. Customer was pleased.

---

**Service Complaints—  
Fraudulent/Harassment Call**

*Inquire Date 06/08/2005*  
*Record ID 9574*  
*Call Taken By Customer Service Rep*  
*CA Number*  
*Responded By Jody Kent*  
*Response Date 06/08/2005*  
*Resolution Date 06/08/2005*

Customer has been receiving harassing phone calls and requested that the calls stop. Customer did not know which Relay Provider the calls were from.

Lead CA explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA apologized to the customer and stated that since it is not known if this call was placed through Hamilton Relay, or another Relay Service provider, Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number. Once this information is obtained the Supervisor suggested the customer contact law enforcement. Customer understood.

---

**Service Complaints—  
Fraudulent/Harassment Call**

*Inquire Date 06/25/2005*  
*Record ID 9593*  
*Call Taken By Supervisor*  
*CA Number*  
*Responded By Mila Simmons*  
*Response Date 06/25/2005*  
*Resolution Date 06/25/2005*

Customer has been receiving prank calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

**Service Complaints--  
Fraudulent/Harassment Call**

*Inquire Date 07/08/2005  
Record ID 9690  
Call Taken By Customer Service Rep  
CA Number  
Responded By Barb Handrup  
Response Date 07/08/2005  
Resolution Date 07/08/2005*

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Relay Manager explained to the customer that ADA and RCC rules for functional equivalency do not allow us to block relay calls. Relay Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Relay Manager further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

**Service Complaints--  
Fraudulent/Harassment Call**

*Inquire Date 07/11/2005  
Record ID 9691  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 07/11/2005  
Resolution Date 07/11/2005*

Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

**Service Complaints--  
Fraudulent/Harassment Call**

*Inquire Date 08/10/2005  
Record ID 9917  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 08/10/2005  
Resolution Date 08/10/2005*

Customer has been receiving prank phone calls and requested that relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

**Service Complaints--  
Fraudulent/Harassment Call**

*Inquire Date 08/15/2005  
Record ID 9923  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb Handrup  
Response Date 08/15/2005  
Resolution Date 08/15/2005*

Customer had received a harassing phone call.

Relay Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Relay Manager explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was upset and hung up.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 08/16/2005  
Record ID 9964  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 08/16/2005  
Resolution Date 08/16/2005***

Customer has been receiving fraudulent phone calls and requested that the calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 08/28/2005  
Record ID 10029  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 08/28/2005  
Resolution Date 08/28/2005***

Customer has been receiving harassing phone calls and requested call information.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 08/31/2005  
Record ID 10070  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 08/31/2005  
Resolution Date 08/31/2005***

Customer had received a prank phone call and requested call information.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 09/20/2005  
Record ID 10187  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 09/20/2005  
Resolution Date 09/20/2005***

Customer had received a harassing phone call.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 09/27/2005  
Record ID 10200  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/27/2005  
Resolution Date 09/27/2005***

Customer has been receiving harassing phone calls but was unsure if the call was through Hamilton Relay.

It is not known if this call was placed through Hamilton Relay or another Relay provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 10/12/2005  
Record ID 10309  
Call Taken By Customer Service Rep  
CA Number  
Responded By Jody Kent  
Response Date 10/12/2005  
Resolution Date 10/12/2005***

Customer had received a harassing phone call and requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 10/21/2005  
Record ID 10395  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 10/21/2005  
Resolution Date 10/21/2005***

Customer has been receiving harassing phone calls and requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 10/31/2005  
Record ID 10444  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 10/31/2005  
Resolution Date 10/31/2005***

Customer has been receiving harassing phone calls and requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 10/31/2005  
Record ID 10447  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 10/31/2005  
Resolution Date 10/31/2005***

Customer had received a prank phone call and requested call information.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/01/2005  
Record ID 10507  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 11/01/2005  
Resolution Date 11/01/2005***

Customer has been receiving harassing phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/02/2005  
Record ID 10508  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 11/02/2005  
Resolution Date 11/02/2005***

Customer has been receiving harassing phone calls and requested the calls stop.

Lead CA contacted the customer and explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/09/2005  
Record ID 10510  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 11/09/2005  
Resolution Date 11/09/2005***

Customer has been receiving harassing phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/13/2005  
Record ID 10512  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 11/13/2005  
Resolution Date 11/13/2005***

Customer had received a scam phone call.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 03/06/2006  
Record ID 11219  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 03/06/2006  
Resolution Date 03/06/2006***

Customer has been receiving harassing calls and requested that relay calls be blocked.

Customer Service contacted the customer and explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

---

***Service Complaints--Didn't Follow  
Policy/Procedure***

***Inquire Date 01/07/2006  
Record ID 10897  
Call Taken By Lead CA  
CA Number  
Responded By Tina Collingham  
Response Date 01/11/2006  
Resolution Date 01/11/2006***

Customer stated that he has a profile for Speech to Speech but the CAs indicate they are unable to see the profile.

Lead CA apologized and stated that the CAs would be counseled. Customer Service forwarded the information to the technical department. The technical department investigated and placed test calls which showed the customer's profile. CAs were counseled. Customer Service notified the customer and the customer was satisfied. Customer has been able to place calls without incident.

---

***Service Complaints--Poor Vocal  
Clarity/Enunciation***

***Inquire Date 05/08/2006  
Record ID 11626  
Call Taken By Lead CA  
CA Number 5022  
Responded By Michelle Mikkelsen/Tina  
Collingham  
Response Date 05/08/2006  
Resolution Date 05/08/2006***

Customer stated that the CA had left a message on his answering machine. Customer stated that he was unable to understand the CA. Customer stated that the CA had very poor voicing skills.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.



---

**CapTel—Complaints**

***Inquire Date 03/10/2006***

***Record ID 11223***

***Call Taken By Customer Service Rep***

***CA Number***

***Responded By Tina Collingham/Kevin***

***Response Date 03/10/2006***

***Resolution Date 03/10/2006***

---

Customer had been having difficulties placing calls through CapTel.

Customer Service stated she would contact CapTel and have a representative contact the customer. Customer was satisfied. Customer Service notified CapTel. CapTel worked with the customer to resolve the issue.

# 3884835\_v1

# ***Hamilton Internet Protocol (HIP) Relay Service Complaint Report***

***6/1/05 to 5/31/06***

---

## ***External Complaints—Miscellaneous***

***Inquire Date 06/06/2005***  
***Record ID 7284***  
***Call Taken By Supervisor***  
***CA Number***  
***Responded By Mila Simmons***  
***Response Date 06/06/2005***  
***Resolution Date 06/06/2005***

Customer has been receiving telephone calls for someone that does not live in the house. Customer wanted to know what to do.

Supervisor suggested that the customer contact their local telephone company or law enforcement. Customer understood.

---

## ***External Complaints—Miscellaneous***

***Inquire Date 06/20/2005***  
***Record ID 7282***  
***Call Taken By Customer Service Rep***  
***CA Number***  
***Responded By Tina Collingham***  
***Response Date 06/20/2005***  
***Resolution Date 06/20/2005***

Customer stated that she has been receiving harassing phone calls and wanted to know what to do. Customer stated she had received calls through Sprint and wanted her number blocked. Customer stated she has contacted the police.

Because the customer stated that calls were coming another provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer was thankful.

---

## ***External Complaints—Miscellaneous***

***Inquire Date 06/21/2005***  
***Record ID 7281***  
***Call Taken By Customer Service Rep***  
***CA Number***  
***Responded By Tina Collingham***  
***Response Date 06/21/2005***  
***Resolution Date 06/21/2005***

Customer has been receiving fraudulent phone calls through the relay. Customer was unsure of which Internet Relay Provider the calls had been through. Customer stated that she already had a police report filed.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay Provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

---

## ***External Complaints—Miscellaneous***

***Inquire Date 07/12/2005***  
***Record ID 7668***  
***Call Taken By Lead CA***  
***CA Number***  
***Responded By Diane Taylor***  
***Response Date 07/12/2005***  
***Resolution Date 07/13/2005***

Customer has been receiving harassing phone calls on their voice mail.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay Provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

---

**External Complaints—Miscellaneous**

*Inquire Date 07/13/2005*  
*Record ID 7669*  
*Call Taken By Lead CA*  
*CA Number*  
*Responded By Chris Doyle*  
*Response Date 07/03/2005*  
*Resolution Date 07/03/2005*

Customer has been receiving harassing phone calls.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay Provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

---

**External Complaints—Miscellaneous**

*Inquire Date 07/20/2005*  
*Record ID 7670*  
*Call Taken By Supervisor*  
*CA Number*  
*Responded By Mila Simmons*  
*Response Date 07/20/2005*  
*Resolution Date 07/20/2005*

Customer has been receiving scam phone calls and asked what could be done.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay Provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

---

**External Complaints-Miscellaneous-**

*Inquire Date 08/04/2005*  
*Record ID 7675*  
*Call Taken By Customer Service Rep*  
*CA Number*  
*Responded By Tina Collingham*  
*Response Date 08/04/2005*  
*Resolution Date 08/04/2005*

Customer has been receiving fraudulent phone calls through Sprint Relay and requested relay calls be blocked. Customer has already contacted both their telephone company and law enforcement.

Because the customer stated that calls were coming from another Internet Relay Service, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer was thankful.

---

**External Complaints—Miscellaneous**

*Inquire Date 08/10/2005*  
*Record ID 7398*  
*Call Taken By Customer Service Rep*  
*CA Number*  
*Responded By Tina Collingham*  
*Response Date 08/10/2005*  
*Resolution Date 08/10/2005*

Customer stated the Hamilton Relay Internet buddy name is not on his list and wanted to know why the relay removed their buddy name from his list.

Customer Service explained that the relay is unable to connect to or delete a buddy name from his list. Customer Service stated it could be an issue with AOL and directed customer to AOL for further information on his buddy list. Customer was satisfied. Customer Service discovered that AOL was experiencing technical difficulties. The issue with AOL was resolved the following day.

---

**External Complaints—Miscellaneous**

*Inquire Date 08/15/2005*  
*Record ID 7671*  
*Call Taken By Lead CA*  
*CA Number*  
*Responded By Jody Kent*  
*Response Date 08/15/2005*  
*Resolution Date 08/15/2005*

Customer has been receiving harassing phone calls. Customer requested call information.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay Provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

---

**External Complaints—Miscellaneous**

**Inquire Date 08/21/2005**  
**Record ID 7672**  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By Jody Kent**  
**Response Date 08/21/2005**  
**Resolution Date 08/21/2005**

Customer has been receiving harassing phone calls.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay Provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

---

**External Complaints—Miscellaneous**

**Inquire Date 08/23/2005**  
**Record ID 7673**  
**Call Taken By Operations Mgr**  
**CA Number**  
**Responded By Diane Taylor**  
**Response Date 08/23/2005**  
**Resolution Date 08/23/2005**

Customer had received several harassing phone calls during the night. Customer wanted to know what could be done about the calls.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay Provider. Assistant Operations Manager suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

---

**External Complaints—Miscellaneous**

**Inquire Date 09/29/2005**  
**Record ID 7674**  
**Call Taken By Operations Mgr**  
**CA Number**  
**Responded By Diane Taylor**  
**Response Date 09/29/2005**  
**Resolution Date 09/29/2005**

Customer has been receiving prank phone calls.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay Provider. Assistant Operations Manager suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

---

**External Complaints—Miscellaneous**

**Inquire Date 11/21/2005**  
**Record ID 7795**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 11/21/2005**  
**Resolution Date 11/21/2005**

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked. Customer did not know which provider the call came from.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay Provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

---

**External Complaints—Miscellaneous**

**Inquire Date 01/14/2006**  
**Record ID 7956**  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By Michelle Mikkelsen**  
**Response Date 01/14/2006**  
**Resolution Date 01/14/2006**

Customer has been receiving harassing phone calls but is not sure which Internet Relay is placing the calls to her home.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay Provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

---

**External Complaints—Miscellaneous**

*Inquire Date 01/16/2006*  
*Record ID 7959*  
*Call Taken By Customer Service Rep*  
*CA Number*  
*Responded By Tina Collingham*  
*Response Date 01/16/2006*  
*Resolution Date 01/16/2006*

Customer has been receiving harassing phone calls through IP Relay.

Because the customer stated that calls were coming from IP Relay Service, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

---

**External Complaints—Miscellaneous**

*Inquire Date 02/09/2006*  
*Record ID 7846*  
*Call Taken By Customer Service Rep*  
*CA Number*  
*Responded By Barb Handrup*  
*Response Date 02/22/2006*  
*Resolution Date 02/22/2006*

Customer stated that when calling through TRS relay they are unable to reach Qwest Customer Service, but when calling through IP Relay the call is connected.

Customer Service apologized and explained that the relay technical department is aware of a problem calling Qwest through TRS relay. The technical department continues to work with Qwest to resolve this issue. The relay has found a temporary way to place these calls until the problem is resolved.

---

**External Complaints—Miscellaneous**

*Inquire Date 02/09/2006*  
*Record ID 7964*  
*Call Taken By Operations Mgr*  
*CA Number*  
*Responded By Diane Taylor*  
*Response Date 02/09/2006*  
*Resolution Date 02/09/2006*

Customer requested an explanation of the relay. Customer had received a call and stated that the Sprint operator had stated in the middle of the call that the caller has placed fraudulent calls before and asked if the customer wanted to continue the call.

Because the customer stated that the calls were coming from another Internet Relay Service, Operations Manager gave the appropriate Customer Service number for the other provider to the customer. Customer was grateful.

---

**External Complaints—Miscellaneous**

*Inquire Date 03/07/2006*  
*Record ID 7993*  
*Call Taken By Customer Service Rep*  
*CA Number*  
*Responded By Cairey Tai/Tina Collingham*  
*Response Date 03/07/2006*  
*Resolution Date 03/07/2006*

Customer stated that the CA laughed at them and hung up. Customer refused to give any contact information about the call.

Customer Service apologized and forwarded the information to the technical department. The technical department investigated and discovered that the call was not placed through Hamilton Relay Internet.

---

**External Complaints—Miscellaneous**

*Inquire Date 03/24/2006*  
*Record ID 8002*  
*Call Taken By Customer Service Rep*  
*CA Number*  
*Responded By Tina Collingham*  
*Response Date 03/24/2006*  
*Resolution Date 03/24/2006*

Customer stated that they are receiving the error message for US or Domestic calling but they were in Louisiana.

Customer Service directed customer to local service provider to check on IP Address as it is showing as an international IP Address. Customer was satisfied.

---

**External Complaints—Miscellaneous**

**Inquire Date 05/11/2006**

**Record ID 8372**

**Call Taken By Customer Service Rep**

**CA Number**

**Responded By Tina Collingham**

**Response Date 05/11/2006**

**Resolution Date 05/11/2006**

Customer has been receiving harassing phone calls, but is unsure who is the provider of the call.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay Provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

---

**External Complaints—Miscellaneous**

**Inquire Date 05/23/2006**

**Record ID 8373**

**Call Taken By Customer Service Rep**

**CA Number**

**Responded By Tina Collingham**

**Response Date 05/23/2006**

**Resolution Date 05/23/2006**

Customer has been receiving fraudulent phone calls through AT&T Relay.

Because the customer stated that calls were coming from another Relay Service, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

---

**Service Complaints—CA  
Accuracy/Spelling/Verbatim**

**Inquire Date 03/21/2006**

**Record ID 8204**

**Call Taken By Customer Service Rep**

**CA Number**

**Responded By Tina Collingham**

**Response Date 03/21/2006**

**Resolution Date 03/21/2006**

Customer uses the relay for business calls and wanted to know if she could request a CA that was not a trainee. Customer has noticed that some trainees tend to be slower typists with more errors.

Customer Service explained that a different CA can be requested. Customer Service further explained that if no CA is available, the customer may experience wait time for an available CA. Customer Service stated that all CAs are continually monitored and tested for speed and accuracy. Customer understood.

---

**Service Complaints—CA  
Accuracy/Spelling/Verbatim**

**Inquire Date 03/23/2006**

**Record ID 8205**

**Call Taken By Customer Service Rep**

**CA Number 5054**

**Responded By Tina Collingham**

**Response Date 03/23/2006**

**Resolution Date 03/23/2006**

Customer stated that the CA was unable to keep up with the call and misspelled several words.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 60WPM with 96% accuracy

---

***Service Complaints--CA  
Accuracy/Spelling/Verbatim***

***Inquire Date 04/14/2006  
Record ID 8136  
Call Taken By Customer Service Rep  
CA Number 5159  
Responded By Andrea Grant  
Response Date 04/17/2006  
Resolution Date 04/17/2006***

Customer stated that the CA had several typing and spelling errors. Customer stated that the CA did not relay the conversation verbatim.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 64 WPM with 96% accuracy.

---

***Service Complaints--CA Did not Keep User  
Informed***

***Inquire Date 08/01/2005  
Record ID 7360  
Call Taken By Supervisor  
CA Number 1123  
Responded By Mila Simmons/Deborah  
Ducksworth  
Response Date 08/02/2005  
Resolution Date 08/02/2005***

Customer stated that the CA did not keep her informed of the information that was on the recording she reached.

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

---

***Service Complaints--CA Typing Speed***

***Inquire Date 03/13/2006  
Record ID 7984  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 03/14/2006  
Resolution Date 03/14/2006***

Customer stated that several CAs had poor typing skills on her calls.

Customer Service apologized and stated that all CAs are monitored and tested frequently to ensure quality calls. Customer did not have particular CA numbers, but all CAs continue to be monitored frequently.

---

***Service Complaints--CA Typing Speed***

***Inquire Date 03/31/2006  
Record ID 8209  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 03/31/2006  
Resolution Date 03/31/2006***

Customer stated that CAs on several calls have had poor typing. Customer did not have the CAs numbers.

Customer Service apologized and stated that all CAs are monitored frequently to ensure quality calls. Customer was satisfied.

---

***Service Complaints—CA Typing***

***Inquire Date 04/14/2006  
Record ID 8062  
Call Taken By Customer Service Rep  
CA Number 5159  
Responded By Tina Collingham  
Response Date 04/17/2006  
Resolution Date 04/17/2006***

Customer stated that the CA's typing was poor with several errors.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 64 WPM and 96% accuracy.

---

***Service Complaints—CA Typing***

***Inquire Date 04/20/2006  
Record ID 8030  
Call Taken By Supervisor  
CA Number 1172  
Responded By Deborah H  
Response Date 04/20/2006  
Resolution Date 04/20/2006***

Customer stated that the CA typed poorly. Customer requested a Supervisor.

Supervisor apologized and finished processing the call. CA was counseled and customer was satisfied. CA's last typing score was 71 WPM and 98% accuracy.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 06/01/2005  
Record ID 7276  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 06/01/2005  
Resolution Date 06/01/2005***

Customer has been receiving harassing phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 06/02/2005  
Record ID 7277  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 06/02/2005  
Resolution Date 06/02/2005***

Customer has been receiving fraudulent phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.



---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 06/02/2005***

***Record ID 7285***

***Call Taken By Customer Service Rep***

***CA Number***

***Responded By Tina Collingham***

***Response Date 06/02/2005***

***Resolution Date 06/02/2005***

Customer requested relay calls be blocked. Customer stated that he has a collect call block on his line, and wondered why would this harassing call be coming in collect.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service stated that if the customer had a collect call block on the line then it would show up at the relay. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 06/04/2005***

***Record ID 7268***

***Call Taken By Operations Mgr***

***CA Number***

***Responded By Diane Taylor***

***Response Date 06/04/2005***

***Resolution Date 06/04/2005***

Customer's daughter has been receiving harassing phone calls and requested relay calls be blocked.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Managers explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 06/10/2005***

***Record ID 7278***

***Call Taken By Customer Service Rep***

***CA Number***

***Responded By Tina Collingham***

***Response Date 06/10/2005***

***Resolution Date 06/10/2005***

Customer has been receiving harassing or fraudulent phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 06/11/2005***

***Record ID 7269***

***Call Taken By Lead CA***

***CA Number***

***Responded By Erin O.***

***Response Date 06/11/2005***

***Resolution Date 06/11/2005***

Customer has been receiving harassing phone calls and requested relay calls be blocked. Customer requested information about filing a lawsuit against this type of activity.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.